

EXHIBIT “B”

Scope of Work

PSOB10SGS

Palmer State Office Building

Security Service Agreement

I.

1. **Scope of Work:** Contractor is seeking proposals for unarmed security guard services in the Palmer State Office Building. Qualifications, required training, testing and other requirements are described in the sections to follow.
2. **Minimum Qualifications for Screening Security Guards:** The Sub-Contractor shall insure that all screening security guards and their supervisors:
 - A. Meet or exceed the minimum standards for unarmed security guards required by 13 AAC 60.050 – 13 AAC 60.900. All guards must be licensed in accordance with the referenced code:
 - B. Fluently speak, read, and write the English language with no indistinct speech patterns.
 - C. Have vision; corrected or uncorrected, which will be sufficient to perform all necessary security screening functions.
 - D. Hear normal voice conversations as well as the whispered voice at 15 feet with each ear with the use of a hearing aid acceptable to meet this standard.
 - E. Maintain a current Red Cross Standard First aid card and current Red Cross CPR certification.
 - F. Be capable of maintaining a professional demeanor in dealing with Palmer State Office Building employees, tenants and the general public.
 - G. Be capable of using reasonable and prudent restraint in all situations.
3. **Physical Demands and Potential Hazards:** This information is necessary in part to insure compliance with the Americans with Disabilities Act and the OSHA Bloodborne Pathogens Standards. These are the physical demands or exposure to hazards which can be reasonably anticipated in the normal and customary performance of the essential functions of the position according to the following scale:

O: Occasional, up to 33 percent of the time and essential to the position (for example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim)

F: Frequent, 34-66 percent of the time

C: Continuous, over 66 percent of the time

	F	O	C
Sitting		X	
Walking	X		
Standing			X
Running		X	
Bending or Twisting	X		
Squatting or Kneeling	X		
Reaching above shoulder level		X	
Using foot controls		X	
Repetitive motion of hands/fingers			X
Grasping with hand, gripping		X	

Lifting/Carrying 10-25 pounds		X	
Lifting/Carrying 26-50 pounds		X	
Pushing/Pulling		X	
Exposure to dust, chemicals or fumes	X		
Exposure to infection, germs, or contagious diseases			X
Exposure to blood, body fluid, or materials potentially contaminated by blood or body fluids		X	
Exposure to needles or sharp implements		X	
Exposure to electrical current			X
Seeing objects at a distance		X	
Seeing objects peripherally		X	
Seeing close work (e.g. typed print)		X	
Distinguishing colors		X	
Hearing conversations or sounds			X
Hearing via radio or telephone			X
Communicating through speech			X
Communicating by writing/reading			X
Distinguishing odors by smell		X	
Exposure to aggressive/angry people		X	
Restraining/Grapppling with people		X	

4. Training Objectives and Record Keeping

- A. All screening security guards used by the Sub-Contractor to perform weapon-screening functions shall be trained in proper screening techniques, physical inspection, use of metal detectors, and use of x-ray systems.
 - B. In addition to the *primary security objectives* as defined in these specifications, the training shall emphasize the need for courteous, cautious, and efficient application of screening procedures.
 - C. The training shall be presented in a formal manner with the opportunity provided for questions and answers from the screening security guards.
 - D. Current and accurate training records shall be maintained for each screening security guard reflecting the date and type of training received.
 - a. The records shall be made available to the Contractor upon request.
 - b. The records shall be maintained for a period of at least five years following the termination of the employee.
5. **Initial Training:** The Sub-Contractor shall ensure that no screening security guard is assigned to work at the Palmer State Office Building unless the screening security guard has:
- A. Received a presentation covering the purpose and seriousness of the screening function, with emphasis on special screening situations and screening equipment operation. The presentation shall include weapons and dangerous device guidelines, x-ray screening guidelines, and physical inspection guidelines.
 - B. Read and understood any procedures for screening provided by Contractor.
 - C. Viewed the x-ray system manufacturer's training video and completed corresponding tests if the person is assigned to use the x-ray equipment.
 - D. Viewed a training audiovisual program and completed corresponding tests to detect all Contractor approved types of test objects under realistic conditions.

- E. Read and understood all policies and procedures pertaining to the building and its operations. All such information, including the procedures for screening, shall be kept in a Palmer State Office Building Guard Duties and Emergency Information Handbook maintained by the Sub-Contractor and kept at each guard station. Prior to initial assignment to the Palmer State Office Building screening post and monthly thereafter, each guard shall sign an acknowledgement that he/she has read and understood the contents of the handbook. Such acknowledgements shall be maintained in the handbook and be available to Contractor and the State of Alaska immediately upon request.
6. **On-Site Training:** At a minimum, the Sub-Contractor shall provide the screening security guard with formal on-the-job training as described below:
- A. All persons hired shall be assigned to work initially with or under the close supervision of more experienced personnel for a period of 40 hours prior to the screening security guard making independent judgments regarding the people or property having access to the secured area. During this period, the screening security guard shall be tested using Contractor approved test objects.
 - B. The Sub-Contractor's supervisory personnel shall provide frequent observation of the performance of all screening security guards, with particular attention to newly hired personnel to:
 - a. Insure that each screening security guard knows and understands the job requirements and procedures;
 - b. Provide instruction and practical guidance to screening security guards as appropriate;
 - c. Annotate a screening security guard's training records with observations and deficiencies when necessary.
7. **Recurrent Training:** All screening security guards shall be given 2 hours of training in the areas described in section 5 above at least once each calendar quarter.
8. **Uniforms:**
- A. The Sub-Contractor shall provide uniforms for screening security guards. All screening personnel must wear the same type of uniform and it must include a patch or badge clearly identifying the company.
 - B. Uniforms shall clearly identify the screening security guard as private security.
 - C. Uniforms of on-duty screening guards must be neat and presentable at all times. Guards must be neatly groomed.
 - D. Each guard on duty shall have a company identification card and his/her state issued guards license clipped to his/her uniform and visible to the public. A dosimeter must also be assigned to each guard and clipped to his/her uniform.
9. **Screening Equipment Maintained at the Screening Location:**
- A. One walk-through metal detector.
 - B. One each hand-held metal detector.
 - C. One each x-ray screening system.
 - D. Dosimeters (to be provided by Sub-Contractor)
10. **Screening Equipment Testing:**
- A. For each *detection device* as defined in these specifications used by the Sub-Contractor, an initial test shall be conducted by Contractor to establish the minimum setting at which the device shall be operated. The Sub-Contractor as set forth below shall conduct all other tests described herein.
 - a. To ensure that there is no undetected deterioration in the effectiveness of the device, the Sub-Contractor will conduct an operational test each time the machine is put into

service.

- b. Results of operational tests for each detection device shall be recorded and maintained by the Sub-Contractor for at least one year. Such results shall be provided to Contractor immediately upon request.

B. Operational tests to be conducted by the Sub-Contractor

- a. *Walk-Through Metal Detector.* The following test shall be performed prior to the start of the security process each day using a Contractor approved test object. The form of the test(s) to be conducted by the Sub-Contractor may be modified by Contractor at any time as they feel is required to maintain security.
 - (1) The person conducting the test shall divest himself/herself of all extraneous metal, i.e., rings, wristwatches, coins, etc., prior to beginning the test.
 - (2) A test object selected by Contractor shall be carried three times, in the direction of normal traffic flow, through each detection zone at a normal walking speed for a total of nine tests to be performed.
 - (3) A device which alarms all three times in each detection zone is considered to be in satisfactory operating condition.
 - (4) A device which fails to alarm all three times in each detection zone is not in satisfactory condition and will not be used until Contractor is informed and corrective action is taken e.g., sensitivity is adjusted.
 - (5) In no case shall the Sub-Contractor change the sensitivity without prior approval from Contractor.
- b. *Hand-held Metal Detector.* This test shall be performed prior to the start of the security process each day on hand-held metal detectors used for screening to determine whether the device is operating at an effective level. The form of the test(s) to be conducted by the Sub-Contractor may be modified by Contractor at any time if it believes it necessary to maintain courthouse security.
 - (1) Placing it in close proximity (two to four inches) activates the device to metal
 - (2) A properly operating device will indicate the detection of metal by audio alarm as the unit nears the test object.
 - (3) A device, which fails to alarm, is not in satisfactory condition and will not be used until the Contractor is informed and corrective action is taken e.g., sensitivity is adjusted.
 - (4) In no case shall the Sub-Contractor change the sensitivity without prior approval from Contractor.
- c. *X-Ray Inspection Systems.* This test will be performed prior to the start of the security process each day on x-ray systems used for inspecting parcels entering the court complex. The form of the test(s) to be conducted by the Sub-Contractor may be modified by Contractor at any time as they feel is required to maintain courthouse security.
 - (1) Putting Contractor approved test objects through the systems activates the x-ray system.
 - (2) A properly operating x-ray system will indicate the detection of all Contractor approved test objects on the viewing screen.

- (3) An x-ray system, which fails to reveal test objects, is not in satisfactory condition and will not be used until the Contractor is informed and corrective action is taken.
- d. *Physical Search of Hand-Carried Parcels.* At least once each month the Sub-Contractor's supervisory personnel will test the proficiency of the security screening guard in searching suspicious parcels by using Contractor approved test objects in hand-carried parcels.
- e. *Dosimeters* shall be tested at least once monthly or according to manufacturer's standards.

The Sub-Contractor shall insure that each screening security guard working at a screening checkpoint where x-ray is used wears an individual personnel dosimeter.

- (1) Each dosimeter shall be evaluated at the end of each calendar month.
- (2) A record of screening security guard duty time and the results of dosimeter evaluations shall be maintained by the Sub-Contractor and will be made available to the Contractor upon request.

11. Security Screening and Personnel Requirements: Sub-Contractor shall provide for the Palmer State Office Building two (2) unarmed security guards to operate the screening station at all times Monday through Friday for the hours of 7:45 a.m. until 4:30 p.m. with the exception of ½ hour lunch breaks at which time it will be operated by one (1) guard. Lunch breaks will be coordinated with the court schedule. It is preferable that each team of guards assigned to the screening location includes at least one male and one female guard.

- A. The PSOB will observe the Alaska State Holiday calendar and the security guard screening station will not operate on these holidays. The security guard screening station will be closed on weekends, if there is weekend activity at the courthouse then the main entrance to the courthouse will be used.
- B. Sub-Contractor shall immediately notify Contractor if at any time it is unable to provide the full number of guards required. Sub-Contractor shall immediately report the total number of staff-hours during which the requisite number of guards was not provided and shall not bill Contractor for those hours.
- C. Sub-Contractor's personnel shall screen all persons and their possessions, mail, packages, deliveries and other objects entering the courthouse through a security screening entrance during security screening hours by use of metal detectors and/or x-ray equipment as described in this document or other operating procedures established by Contractor and any modification thereto.
- D. The Palmer State Office Building considers the following items prohibited/weapons: Knives of any size, ammunition, pepper spray, large tools, large scissors anything that can be used as a weapon is not allowed. No alcoholic beverages are allowed in the courthouse. Aerosols of personal size (deodorant etc.) are allowed. These items will not be stored by the security guards for the public.
- E. Sub-Contractor's personnel shall provide general information and directions to all courthouse visitors. They shall maintain a professional and courteous demeanor at all times with all staff and visitors. When dealing with problem behavior situations, including angry and verbally abusive visitors, they shall maintain and project a calm and courteous attitude. They should remember at all times that the visitor is always welcomed; however, problematic behavior is not welcomed. Sub-Contractor's personnel should approach these situations in pairs and gather written statements from any State of Alaska employee(s) who witnessed the situation.
- F. Sub-Contractor shall prepare security incident reports regarding any unusual situations. A copy shall be provided to Contractor or his/her designee 24 hours of the time the report is written.

- G. Sub-Contractor shall provide a monthly report to the Contractor or his/her designee of the types and number of prohibited weapons that were detected, the number of individuals who were observed to turn and walk away upon seeing the screening station, and the number of individuals screened outside of regular working hours. The report for each month will be provided by the 10th day of the following month.
- H. Sub-Contractor is responsible to ensure that each of its employees assigned to perform services for Contractor shall attend diligently to the employee's responsibilities without undue distraction or deviation. To that end, Sub-Contractor shall train and counsel employees and establish policies prohibiting the conduct of personal business while performing services for Contractor, with reasonable exceptions for family and personal emergencies and similar occurrences. They shall avoid inappropriate and/or excessive socializing with patrons, staff, vendors and other officers while on the premises. They shall not read any books, newspapers, magazines, eReaders, iPads, smartphones or view any other type of non-security related materials while on duty. Sub-Contractor shall establish and administer disciplinary procedures to enforce such policies. If Contractor, in his/her sole discretion, believes that Sub-Contractor's personnel is not diligent in the performance of the employee's responsibilities, Contractor may direct the Sub-Contractor to cease to allow the employee to perform services at Palmer State Office Building and replace the employee with another, and Sub-Contractor shall immediately take all steps necessary to accomplish such direction.
- I. If Contractor, in his/her sole discretion, believes that the presence of a Sub-Contractor's personnel is detrimental to the normal conduct of the business of the Palmer State Office Building, Contractor may direct the Sub-Contractor to limit or cease to allow the employee to perform services at the Palmer State Office Building and to replace the employee with another, and Sub-Contractor shall immediately take all steps necessary to accomplish such direction.
- J. Much of the business of the Palmer State Office Building and the Palmer Courthouse is necessarily confidential and not subject to public disclosure. The confidentiality of draft options, internal memoranda, conversations regarding pending issues and other court business are essential to the court's function. Additionally, records related to personnel issues, procurement proceedings, internal policy discussions, and other administrative issues are also confidential. Prior to commencing any work under this contract the Sub-Contractor shall inform all agents, principals, officers, and employees working at the Palmer State Office Building that the disclosure of any confidential state or court business observed or overheard may result in permanent removal from the premises and may be grounds for termination of contract and even criminal prosecution.
- K. If an employee who works on the Palmer State Office Building premises is arrested, convicted of an offense other than a minor traffic offense, or becomes subject to a temporary or permanent restraining order, Sub-Contractor shall immediately report this fact to Contractor.
- L. While on the premises, Sub-Contractor's personnel shall not carry or possess weapons, including firearms, knives, batons, chemical agents such as pepper spray, and electrical stun devices.
- M. Sub-Contractor's personnel shall constantly observe the actions of persons within the vicinity (inside or outside the building) and immediately report to Contractor any situation that causes them to be concerned about the safety of the Palmer State Office Building, the Palmer Courthouse or any person. Sub-Contractor personnel shall not detain or arrest any person. If an incident occurs that causes any of the Sub-Contractor's personnel to believe that a person should be detained or arrested, he/she shall immediately contact the Palmer Police Department at (907) 745-4811. Sub-Contractor's personnel shall remain on the Palmer State Office Building premises for the entire duration of their duties.
- N. Sub-Contractor's personnel shall not hold any object, whether prohibited or non-prohibited, at the screening station for any individual.
- O. Sub-Contractor shall provide the Sub-Contractor's fax number to be used for sending and receiving communications, as necessary.

- P. Sub-Contractor's personnel shall conduct the following opening procedures each day:
- a. Check all non-public entrance doors (interior), to make sure they are secured;
 - b. Unsecure the doors leading to the courthouse and unsecure the south side exterior door leading into the screening lobby;
- Q. Sub-Contractor's personnel shall conduct the following closing procedures each day:
- a. Stop the public from entering the building for normal business;
 - b. Tour causeway and direct public to leave the building;
 - c. Check all public and non-public doors interior and exterior in the immediate guard area, to make sure they are secured.
- R. Sub-Contractor's personnel may speak only English while on the job. However, screening guards and their supervisors may speak a language other than English:
- a. When a member of the public seems able to communicate with a security guard or supervisor only in a language other than English.
 - b. While not on the job (such as during lunch, during breaks, and during their own time); or
 - c. If deemed necessary by Contractor.
- S. Special emphasis is placed on control of keys and key cards. The Sub-Contractor is required to sign for all keys and key cards. All keys and key cards are to be obtained from Contractor and are to be returned to Contractor's office at the end of each day. No duplications are to be made in the event of lost keys or key cards, contact Contractor for replacements. The Sub-Contractor shall immediately notify Contractor upon discovery that any keys or key cards are missing, lost, or otherwise not accounted for. The Sub-Contractor shall be liable for all costs incurred due to their losing or misplacing keys or key cards, including the cost of re-keying any and all doors affected or reprogramming electronic entry systems.

12. **Certification of Compliance:** Sub-Contractor shall deliver to Contractor a certified and notarized statement (Certification of Compliance) confirming under oath that each guard assigned has met all of the terms and conditions of this contract, including qualifications and training, applicable to the guard at the time of assignment. The Certification of Compliance shall be reissued on the anniversary date of each such guard. A copy of the Certification of Compliance is included as in this RFP.

II. Guard Patrol Services

- a. Three (3) dismounted complete building and grounds patrols each night.
 1. The patrols are to be performed 7 nights per week between the hours of 9:00 PM and 5:00 AM.
 2. These security inspections are to include at minimum checking:
 - a. All exterior doors to be secured and secure if needed.
 - b. For all windows to be secured. If a window within a tenant suite is found unsecured, the suite must be entered and the window secured.
 - c. For any visible sign of forced entry.
 - d. The temperature of the interior building to be normal.
 - e. For anything out of the ordinary.
 3. When deemed necessary, the guard will report to a predetermined call list for assistance in determining course of action if any of the above are found.
 4. All personnel entering the building will be uniformed, properly trained and in a suitably equipped patrol vehicle.